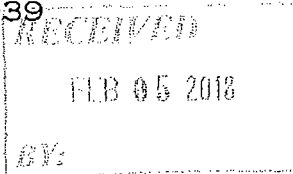


ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH ROAD, SUITE 100, SCOTTSDALE, AZ 85258

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV



COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: Feb. 5, 2018

Case Number: 18-69

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Heather Connolly = Photo

Premise Name: VSCOT Vet Spec. Ctr. of Tucson Susie Shelby

Premise Address: 4909 N. La Canada Dr. + Michael Metz

City: Tucson State: AZ Zip Code: 85704 = B. Honey

Telephone: 520-795-9960

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Barbara E. Sherrill

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Home Telephone: [REDACTED]

Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Photo Synthesis and Honey Pastel his
Breed/Species: Bobcat/Domestic Long Hair & Calico Coronado
Age: Closet to 18/15 Sex: M / F Color: White & golden brown stripes
photo Honey Photo Honey Honey - white, grey & light golden orange

PATIENT INFORMATION (2):

Name: woops should have put Honey
Breed/Species: here, was late
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Heather Connolly
Babsky
Kearney

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Tape recordings

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Balena E. Dineen

Date: 12/10/17

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

Please see attached ^{main} letter

also belong animal abuse ^{mid to}
Photo not beyond 4 yrs. 2014. ~~earlier~~
^{in paperwork as to why or how he died at}
Honey = belong animal abuse ^{mid to} their facility
when putting her in freezer alive.

Can and will provide numerous
evidential documents

October 19, 2014

Photo synthesis

VCA Medical Center of Tucson
Avon Ti-Machado, Medical Director
3661 N. 1st Avenue
Tucson, AZ 85719


Re: letter dated May 12, 2014

Dear Ms. Tai-Machado:

I am writing in response to your letter as dated above. Unfortunately, I had already determined long before what you determined. Your facility had repeatedly lied to me about the results of my cats blood testing. Further, it was I that had to end up providing them with sound medical care. Cleopatra was not in stage two renal failure. She is still here today and doing quite well, especially since we left the home almost two months ago that was apparently making us so ill. The owner watched me get sicker and sicker and my cats while she went off on trips. She will be answering to it legally. No doubt it was all Valley Fever, as Photo's x-ray results stated bronchial thickening and lower airway disease. For two years I tried to obtain Valley Fever car for my cats but to no avail, which is equal to the horrible medical care in this town.

I came to you for help to save Photo from the illegal and tortuous conduct and treatment to him by the Veterinary Specialty Center. Give me a break that you said you couldn't open up the CD on your computer, when I could open it up on my computer. You were stopped or corrupted by VSCOT who killed him by attaching him to equipment to keep me from being able to remove him easily and save him like we were able to do with his Grandmother. Your failure as usual to care for him is what instigated my call that caused you to generate the letter as dated above. Believe me, no loss. I had already determined your illegal failure of care. You may be included in a lawsuit along with those other Vets involved that you colluded with. These innocent and vulnerable animals are in danger under the care of certain Vets in this town, especially Deconcini's client that you colluded with.

Sincerely,



Barbara E. Sherrill

August 27, 2017

Arizona State Veterinary Medical Examining Board
Attn: Complaints
9535 E. Doubletree Ranch Rd., Ste. 100
Scottsdale, AZ 85258

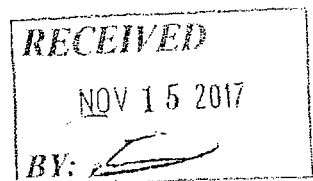
RE: Felony animal abuse, failed medical care

Dear Arizona State Veterinary Medical Examining Board:

I am writing to your Agency about extreme failed care and abuse to my assistive animals/cats by numerous Veterinarians in Tucson, AZ. I am enclosing copies of five letters to five different Vets with the most current violations in 2016 and 17 for ~~my~~ ^{my} two of three animals I was able to protect after experiencing extreme illegal harm of their relatives by Vets. The 2016 episode involved five different Vets for the same animal, one of which failed to see my 18-year-old assistive cat for a serious medical symptom with her eyes even though I had an appointment.

Another that only services cats, the employee made it well known to me that Vets are aware of the location of my current residence after moving from an older portion of the Northwest area that I experienced past extreme violations from Vets mostly ending in the deaths of my assistive cats at their facilities due to their intentional illegal failed care and felony animal abuse (No letter for facility that services only cats because only saw once and was helpful, but failed assistance for Photo in last paragraph below when VSCOT torturing and killing him. Had just seen him a couple of weeks before. Seemed to have attitude toward Photo possibly because of his Bobcat presence. He had growled at their roaming cat when approaching his carrier in the front office. When Vet done examining him stood back, and he got up and walked off the table and went to his carrier. She made a look to her assistant. Didn't accept Care Credit and didn't have the money to have him further serviced. Examined him for itching behind ears and I believe small amount of fur loss in the same area. Another Vet that services only cats also failed assistance to help me remove him from VSCOT when torturing and killing him.).

In the past I used a PO Box for my address for over twenty years or so, to protect my residence from illegal harassment by numerous individuals that apparently as of 2009 involved Tucson Vets. I closed my last PO Box in October 2016 that I had for years and failed to open a new one, so I have been using my residential address for the first time since the 90's. It has been a big mistake and need to open a new PO Box, but otherwise have plans of leaving. 2009 was the first episode, in which I filed complaints on three different Vets, although it should have been four. I blame your Agency for doing nothing to protect the welfare of my animal for serious violations. I am educated, PhD with a specialty in law and public policy, with degrees below from the University of Arizona. If your Agency had followed the rule of law, these horrible Vets would not have continued to pursue failed care and abuse to my animals. At some point I was told by a pet supplies venue that the Vets in Tucson all know each other.



It apparently became so extreme that it appears a woman and her daughter Vet set me up to move into a home that apparently had been closed up for a long time and either left contaminated or was intentionally made contaminated by placing contaminated material on the carpets, to terminate my life along with my cat family that grew up with my three daughters. My 24-year-old daughter and I did not remember the carpets looking as dirty as they did when I arrived at the home with my goods to move in. I had to fight with the owner to clean the carpets. She was refusing with a stupid excuse saying that it will ruin them. I first became sick with extreme fatigue soon after moving in. Her husband visited the home by himself early on and made a statement to me that I did not understand what it was he was trying to tell me, because of the vague manner and wording that I could never expect that someone would do something so horrible and illegal to cause me and my assistive cat family harm. The husband's statement was, "You know this house hasn't been lived in for a long time don't you? The girls did this!" He was apparently speaking about his wife (Diann Neal) and their Vet daughter (Neal) that I would not realize until approximately four years later, after coming down extremely ill and being stuck in the house (molded Valley Fever spores). I had a local morning show on the TV and when segment about animals I was listening and realized the Vet on the show was their Vet daughter. When I told the husband a shelf was broken in the refrigerator he used a piece of tape to fix it and he didn't accomplish fixing the bathroom fixture he was working on either, so I didn't attempt to communicate with him any further. Eventually, there were rattlesnakes coming out of the back and front yards. My large cats were thankfully scaring them away, but I'm sure that was not the intended result of these horrible Vets.

My cats were also eventually made ill by the contaminated home and engaged me stronger with Vets, and every episode was more illegal conduct and harm that worsened every time. After your Agency failed appropriate procedures for the first episode, I was not anxious to return to your Agency without an Attorney even though I did register complaints. I did begin contacting an attorney from the phonebook but he represented Vets, however he was able to tell me that I had legal claims against two of the three Vets of the episode in fall of 2010 and provided me a referral for an attorney that could represent me. I hadn't given him the full story on the third Vet that the others were harassing me by phone to find out where I had taken her from the second facility, but probably eventually located her corrupting that facility to eventually fail care and harass me. Therefore, why I also had legal claims against the third facility because even though they helped us save her from near death being frozen and in grave condition we were able to take her home, but then were trying to force us to euthanize her. I was not as experienced yet with holistic products and overcoming fraudulent failed care by Vets with my animals, otherwise I could have saved her better with my own procedures. She had been severely damaged neurologically from first Vet of the episode (Acoma Animal Clinic) putting 550 mls of fluids in her with a large needle. He then enjoined second facility [Veterinary Specialty Center of Tucson VSCOT] with the intent to end her life. The second facility put her in the freezer to freeze to death and was close to death when my 21-year-old daughter and I obtained her with the help of the authorities. So illegal and horrible that people can't even tolerate hearing the story. We literally watched her thaw at the third facility (Ina Road Animal Hospital) when she hadn't been able to respond or make any expression, with fluid dripping from her eyes and nose. The Facility had surrounded her in heat packs. While she survived and only for another month, she was not in good condition and needed constant care. The neurological damage caused by too much water and no doubt from being literally minutes away from freezing to death. It was devastating when I

realized what had occurred when reviewing the legal case. These two facilities should be shut down and investigated. Very sick people! The first Vet's Attorney did offer me a 1000.00 settlement, but I was not sure it was sufficient value for the harm and my costs. He also told me a story about taking his Vet to the Vet Board for throwing his dog in the trash! The attorney I was referred to was apparently not very anxious to represent me considering the severe illegal abusive issues, but I believe also due to the corrupt law firm of the second facility. That law firm does not appear to provide a defense for their Defendants, their tactic is to harass the Plaintiff and corrupt the Courts. The Attorney I was given contact and his Attorney wife eventually left town. I could not find another.

That episode was followed soon after in spring 2011 by the other Specialty and Emergency facility in Tucson, Southern Arizona Veterinary Specialty and Emergency Center (SAVS). I had been very ill with Valley Fever. They had a past vendetta to revenge that involved the episode in 2009 and they are the other facility I said above that there should have been four instead of three, because after two of the other three Vets had caused extreme harm (Vet of first facility had worked at second facility for years and well acquainted with second Vet. I only found out after the fact from a prominent Vet.), I took my cat of that episode to the Cancer Vet at SAVS. I had been in a panic when the second Vet and facility failed his surgery and when I discovered a few Holistic Pet Store Products at a different business that appeared to be miraculous overnight, but then I felt I wanted to make sure I was doing everything I could for him. The SAVSEC Vet was demanding I stop the Holistic products and I refused, so then she said at least a prednisone shot. I thought it would be okay because humans take that drug, but it was an injection that would last for six weeks and it constipated him causing him not to be able to go to the bathroom. I was not informed that it would last for six weeks. The same Vet notifying me of the connection between the first two Vets also informed me of that issue, as I encountered her at the last Vet facility (4th) that was assisting us with his constipation. That was until the horrible owner Vet returned from out of town and put a drug in him to kill him, telling me the next day she expected him to be dead by now. (Your Agency failed to reprimand her for the illegal dispensing of that drug she lied to me about and her lying/fraud causing extreme suffering to my Grandfather cat Spice.) So as far as the SAVS Cancer Vet goes, it should have been me with the vendetta. I had paid at ~~their~~ ^{other} facility and was known I would bring him in to the other facility because it was much closer to the area I lived. They demanded I pay them again and I did not, because it was agreed by the other Facility I already paid the fee.

didn't tell
me that
from Vet
about told
me

It was Ina Road Animal Hospital that somewhat saved my cat that VSCOT was freezing to death, but Ina Road eventually failed care in the end chasing me out to my car after a follow up demanding I euthanize her. They forced me to transfer another cat (Arie) to SAVS a few months later. I had taken her to the closest facility Ina Road Animal Hospital at night, but because of their adverse behavior at the end of Honey's life they were very harassing when I brought her in. At first we thought coyotes in our front yard, but there was no way with my door and windows open and strong lighting. It was no doubt these two younger women and their identical dogs that attacked Arie and tried to with my big guy that I have another devastating felony animal abuse story to tell about below, but he threw himself up over a small but high tree trunk. SAVS was attempting to force me to sign an Agreement with empty charges. I asked their young female employee to remove the empty charges and she refused. They had even said by phone that I could request that, but yet their employee had refused. I told them to care for my cat at the

highest level possible and I would be more than happy to pay for the charges, but instead they let her suffer, die and still hand me a big bill. She was one of my smaller sweet kitties, and half Bobcat. She could move very fast to the top of the house, so it had to be an animal they were familiar with and didn't expect to attack them. I did an autopsy on her, and after that the University raised the cost by a considerable amount. No doubt to stop me in the future from being able to afford and prove felony animal abuse and fraud by Vets. The autopsy informed me of several fractured ribs, while I was informed she had only one fractured rib and could be much improved by the morning (fraud). When the facility phoned me the next day to come pick up my dead cat, I stupidly told them I would be contacting the authorities. They then beat me to the punch, and called before I did. I told the authorities that there was very serious animal abuse occurring at this facility. They noticed I was recording while I was in the facility, while the facility was denying they had told me what I discussed above. No wonder the employee from the Animal control facility they contacted because at first I thought could be a coyote, was telling me my cat was in bad condition and I tried to ask her what she was told because I was told not very bad. The facility was playing the same games of VSCOT above and the episode down below. Its criminal felony animal abuse and the facility and Vets should be shut down and investigated!

In spring of 2014 still at the same house my large male half Bobcat Photosynthesis (Photo) was definitely attacked by a Bobcat. Road construction apparently promoted Coyotes to begin entering our neighborhood, in addition that later on our neighbor across the street and on the corner lot removed their tall tree and put in bushes. We were on the first street off the main road. Further, our neighbor next door on that corner was leasing, moved out and left even the outside coach lamps everything pitch dark. I believe it was intentional to cause harm to my cats. I learned about the term "felony animal abuse" by animal control, because the neighbor at the corner in the other direction had threatened harm to Photo. Apparently, a Bobcat had babies in his backyard, but my cats were fixed. The property had massive trees not common to this area. I had been ill with Valley Fever again, and had my front door opened, the garage halfway, and probably some windows. Photo (16-19 lbs) was sitting outside the door and I was telling him I thought we would go for a walk shortly. I hadn't been feeling well again, but some improvement on that day. He liked to walk with me, adventure around while I walked up and down the block.

I guess he went wondering in the yard next door that was now being dark and the Coyote must have been hiding in the dark. I heard a noise and went out and definitely saw the Coyote run away. With Arie in 2011 Animal Control told me to take her to the closest facility. Ina Road closes at 12 and it was just after, so I had to run him to VSCOT. The next closest would have been the other problem facility and then much further away after that. I went into breathing problems and was forced to go to the hospital, but I pressed to leave pretty quickly and went back to the facility. The first Vet that cared for him seemed to be very nice, friendly. She took me to see him in an oxygen cage, and apparently was fine. Half Bobcats have characteristics or behavior like dogs, called dogcats and especially this large male. He literally began speaking to me like a dog would when they're happy, and I stupidly told him okay baby stay calm or something like that. I should have immediately taken him out of there, but the Vet didn't say I could and she was being proper so I assumed he needed to stay in the oxygen cage longer and didn't want to interrupt her procedures.

Later the Administrator even admitted that she found out my animal was there. She tried to say that I was told not to come back there, which is not true. That is, not until this episode after torturing and killing my best friend! She agreed that they are required to stabilize the animal and then have me take him, but the Vet didn't follow that procedure. I wish she had. I thought when I went back I would be able to take him out. I went home to get some sleep and the next day when I was preparing to go back to the facility, a new Vet had come on and I told her not to do anything with him until I get there. She didn't cooperate with that instruction and improperly began playing games putting him on intubation, using my cat for practice sessions and apparently caused a tear in his throat. She is not only incompetent, but also a fraud, and tortured and killed my beautiful animal that was so happy that I saved him and he was fine. The facility has refused to provide the name of the first Vet that was proper. It was on the weekend, and on Monday I was told I could see my animal for five minutes and then never come back. They should have given me my animal, instead continued to play games torturing and killing him out of retaliation for the legal case against them for his Grandmother that they were freezing to death because they wanted lots of money. I gave them 500.00 and went to teach a class at the Community College and when done teaching I had a message that unless I had 2000 something dollars they needed to euthanize her. I had tried to ask what was wrong, because I didn't realize or know at first except her symptoms. They also had contact with the first Vet that put too many fluids in her with a large needle (550 ~~is it~~ mls?) Yet in this episode with Photo denied she wrote the response to my complaint to the State that admitted she had contact, even though she tried to deny that also. *with first Vet* *Administrator*

Returning to the episode with Photo their horrible incompetent and fraudulent Vet that committed felony animal abuse was tape recording and I the whole weekend, but has never provided those recordings that will prove I did nothing less but speak with her about my animals care. I have been very sick and have continued and with so much harassment have not tried to listen to my little tapes because my tape player broke etc. I don't know if they will still work, but probably past due to try. She is very disturbed and should be investigated for suspension or even criminal charges. The authorities promised me, but apparently the facilities corrupt law firm stopped it. They had my property and had no business stopping me from access or taking him out of there. The horrible Vet threatened if I took him he would die and refused any Vet could visit him to assist me. I contacted every Vet that had seen him, and they all refused to assist me, except one that said they called the facility about not being able to view the CD I had of whatever the bad Vet said she did on him and the facility never called them back. I contacted the University Valley Fever Vet that visits VSCOT I believe on a regular basis. She offered to see Photo, and I stupidly told the facility that she would be visiting with him the next morning and they killed him in the middle of the night to stop her from seeing him. They got very angry when I told them she would be visiting with him. I was told the prior night by a Vet that his vitals were fine, and then he just suddenly died? They either euthanized him or froze him to death!! It's horrible! People can't tolerate hearing what this facility did to him and his Grandmother! Its criminal felony animal abuse and the Vets and facility should be shut down and investigated.

I've heard many stories about what goes on at this and the other facilities by former employees, telling me they have a full freezer on a regular basis. I have no paperwork or explanation of what was done and happened to my animal and how and why he died at their facility! They needed

him to die to replace his Grandmother that they didn't get to have her die there under their illegal tortuous hands. They were worried and well knew their Vet had done very illegal things and they had no business stopping my access to my animal so they could torture and kill him. When I last saw him his nostrils were flaring to smell me, and he probably couldn't understand why I saved him but now letting him be tortured! It's horrible! They used his killing to attempt to set me up, it didn't work, but just lied any way. If you make them provide the name of the proper Vet, she will tell you he was fine! The horrible Vet lied and said she was the first Vet. She is a fraud and a criminal and should not be allowed near any animal!

Sincerely,

Barbara E. Sherrill
Barbara E. Sherrill

[REDACTED]

Vet Kearney / Facility
Heather Campbell
Vet Babsky took over on weekday
Vet Kearney involved in final
procedures killing him, said
night before + setup to harass me!
Vitals stable
then suddenly died midday
night when Univ. Vet due
to see him early that morn.



Venus - current 2016
18 yrs old

her sis let

18 yrs old

needed antibiotics to prevent pneumonia

Venus above - 3 Vets failed cane River Det and her upper resp.



This facility was
Cat Hospital
I believe

upper respiratory never occurred
in my cat family until soon after Venus was at
River Vet facility
Venus - tumor - I did get to shrink

but believe died of pneumonia upper respiratory River Vet gave to her

What caused to her eye due to Vet I had ~~not~~ ^{not} refused it



refused, with me. Vet would not let her have it



Spice + Honey Spice = 2009 + Honey 2010



vet mother
in freeze
VSCOT
again

half
Bobcat

my son pulled
killed w/ a fine

2014 VSCOT - Photosynthesis on right ^{to turned w} _{intubation}

March 02, 2018

Dear Members of the Arizona State Veterinary Medical Examining Board:

This is a personal account concerning the medical care of Photo Sherrill with regard to a request by the owner, Barbara Sherrill. Reference number 18-69.

Ms. Barbara Sherrill was initially fired as a client of Veterinary Specialty Center of Tucson (VSCT) in November 2010 as a result of how she treated our staff in relation to a previous pet of hers (Honey) seen at our facility. She claimed we froze Honey and she watched her thaw at Ina Road Pet Clinic after being discharged from our facility. Honey was discharged from our hospital with a diagnosis of renal (kidney) failure, a diagnosis that had actually been made previously. The pet was never frozen. She arrived at VSCT significantly hypothermic (with a low body temperature) and likely presented to Ina Road Pet Clinic with a similarly low body temperature, which was related to her renal disease. The "neurologic damage" Ms. Sherrill refers to undoubtedly was a sequela of the Honey's renal disease as well, rather than a result of any mishandling of her pet at either our facility or another that she claimed to be at fault.

Photo, a 15 year old male castrated Domestic Longhair, presented to VSCT at approximately 1-2 am on the 3rd of May, 2014 in respiratory distress. Unfortunately, he presented in need of immediate care and at a time when our front office staff was no longer in the building. Therefore, it was not until after he'd been triaged to our ICU and stabilization initiated that we realized he should never have been evaluated by or admitted to our facility (given Ms. Sherrill had been fired from our facility in 2010). Throughout his hospitalization, our goal was ALWAYS to get him stable enough to transfer to another facility. Unfortunately, throughout his stay with us, his condition continued to deteriorate rather than improve. Ms. Sherrill claims that I wanted to keep him at our facility to torture him and punish her but I did no such thing. Everything I did and recommended was in Photo's best interest. I essentially offered or strongly recommended euthanasia multiple times each day that I cared for him because my clinical experience told me that he was not going to survive his illness. If at any point I felt he was doing well enough for discharge to Ms. Sherrill to continue his care at home, or to transfer him to another veterinary facility, I certainly would have.

Coming into the hospital that first night, Ms. Sherrill and her daughter made some comments about Photo that lead to concerns that he may have had some sort of underlying illness prior to presentation to our hospital. Ms. Sherrill reported weight loss over a few months (but then in the next breath would state that he needed to lose weight) and her daughter reported lethargy and a decrease in appetite. Ms. Sherrill was concerned for Valley Fever (and had been for a long time) but she reported that several previous titers had been negative (we could never discover where this testing was performed). She vacillated back and forth regarding whether or not his appetite was normal.

At the time of presentation he was in significant respiratory distress. Results of a minimal amount of lab work were consistent with stress (elevated blood glucose) and shock

(elevated lactate). Ms. Sherrill was having some sort of medical emergency herself so actually was taken to the hospital (after she had us call 911) shortly after presenting with Photo. His initial stabilization included supplemental oxygen (either in oxygen supplemented environment [O2 cage] or flow-by when he was being handled out of the cage), IV fluids, analgesics (because of history and evidence of trauma), and a single broad-spectrum antibiotic (because of wounds, then the possibility of pneumonia). Within about 8 hours of presentation, we had to sedate and intubate (place a tube in his airway) Photo, and provide 100% oxygen, given his deterioration. We tried multiple times over the next few days to extubate him (remove the tube from his airway) and he would remain stable for minutes, up to about an hour or so, but would then rapidly deteriorate and require re-intubation. His antibiotic coverage was expanded later the day of presentation by the addition of a second antibiotic in case of bacterial pneumonia given he was still in respiratory distress in the face of aggressive supportive care. He was finally stable enough many hours after presentation (once he was intubated) that we could make thoracic radiographs, which showed changes in the soft tissues of his neck (likely secondary to trauma), and some sort of material in his lungs (per the radiologist, this could represent contusions, pneumonia, fungal disease). There was even evidence of "some degree of chronic lower airway disease" which would be consistent with a pre-existing condition. A urinary catheter was placed about 24 hours after he was intubated to facilitate keeping him clean so as to prevent urine scald, and to keep his bladder small to prevent bladder atony (continued stretching of the bladder wall secondary to urine retention to the point that the bladder wall becomes weak). Fluconazole, an antifungal medication, was added to Photo's treatment plan the second morning after presentation (05/04) in case of fungal infection.

Photo had an episode of respiratory arrest the evening of 05/04/14. He was successfully resuscitated but remained intubated on 100% oxygen. We'd tried earlier in the day (one of multiple times) to extubate him in the presence of the owner (she thought she could calm him) and he failed, developing severe respiratory distress in less than an hour, requiring re-intubation. Euthanasia had been offered and recommended NUMEROUS times by this point but she continued to refuse, despite me trying to explain to her that I thought his prognosis was grave given my clinical experience, with concern that there was something going on with him prior to the attack the early morning of 05/03. The evening of the 4th, Ms. Sherrill started calling me a liar. She was doing research and felt that the fluid was around Photo's lungs and I could easily remove it with a needle. No matter how many times I tried to explain the material that was making him so sick was inside his lungs where it could not be removed, she would not hear it. By this point we were well over her initial estimate because Photo was intubated and therefore remained on a treatment table in the middle of ICU with one-on-one care by a technician 24 hours a day. She would not approve a new estimate, nor would she authorize euthanasia, which I continued to recommend. Again, we could not make him stable enough for transfer to another clinic. She did contact a local veterinarian who called me to discuss Photo's case to see if she would consider taking the case over. I informed her of the gravity of the situation, that Photo's prognosis for recovery was grave even though he was receiving aggressive 24-hour care. Her clinic could not provide 24-hour care and she was not comfortable trying to manage a patient as critical as he so declined taking the case over.

Despite Ms. Sherrill's refusal to approve a new estimate, we continued to provide aggressive supportive care to Photo to keep him as stable as possible, our duty by law. We also performed diagnostics that she insisted we perform although she refused to pay for them. We took a sample of the material from his endotracheal tube (that had come from his airways) and had it evaluated by a board certified clinical pathologist who saw both bacteria and fungal organisms that were NOT consistent with Valley Fever. Although there were fungal organisms noted upon cytologic evaluation of the airway material, only a single population of bacteria was cultured. These bacteria were unfortunately resistant to the 2 broad-spectrum antibiotics that we'd been administering for a few days. So not only was he likely not responding to the antibiotics we were administering, but the suspected fungal infection was not expected to respond well to antifungal therapy. Photo Sherrill eventually did succumb to his respiratory disease early the morning of 05/07/14, approximately 96 hours after he arrived at our hospital. Cardiopulmonary resuscitation was attempted and was unsuccessful.

Given Ms. Sherrill's continued verbal abuse of our staff and unwillingness to cooperate with our requests, either by approving new estimates for continued care or approving humane euthanasia of Photo, we filed an Injunction Against Workplace Harassment against her. Our request for a protective order was granted. We presented the protective order to her in person the afternoon of May 5th, according to all of our records of communication with Ms. Sherrill, however, the order itself was dated May 6th. Our interactions with her continued to deteriorate to the point that near the end of Photo's stay with us, we were only communicating with her when it was absolutely necessary, and with a sheriff's deputy present during the recorded calls. We tried to let her know each time we spoke with her that the call was being recorded but she let us know that she was recording the conversations as well.

In summary, there is no question in my mind, nor the minds of the medical staff involved with the case of Photo Sherrill, that we did everything in our power to try and help Photo. Once it became clear to us that he was not going to survive his trauma and the severe infection in his lungs, we tried to convince Ms. Sherrill to allow us to end his suffering with humane euthanasia and when she declined our repeated recommendations and requests, we did what we could to keep him as comfortable as possible as we continued oxygen and antimicrobial therapy until he passed from his disease.

Thank you for your time and consideration of this case, and feel free to contact me with any further questions or concerns. Please let me know if I can provide further information in addition to this letter and Photo's computerized medical record.

Sincerely,

 DVM, MS, DACVECC

Heather E. Connally, DVM, MS, Diplomate ACVECC

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039
VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: PM Investigative Committee: Donald Noah, D.V.M. - Chair
Amrit Rai, D.V.M.
Adam Almaraz
Christine Butkiewicz, D.V.M. - **Absent**
Tamara Murphy

STAFF PRESENT: Tracy Riendeau, CVT – Investigations
Victoria Whitmore, Executive Director
Sunita Krishna, Assistant Attorney General

RE: Case: 18-69
Complainant(s): Barbara Sherrill
Respondent(s): Heather Connally, DVM (License: 4333)

SUMMARY:

Complaint Received at Board Office: 2/5/18
Committee Discussion: 5/1/18
Board IIR: 6/20/18

APPLICABLE STATUTES AND RULES:

Laws as Amended July 2014
(Salmon); Rules as Revised September
2013 (Yellow)

On May 3, 2014, "Photosynthesis," a 15-year-old male domestic long hair was presented to Respondent's premise on emergency after being attacked by a coyote. The cat was hospitalized for diagnostics and treatment. Due to the cat's condition, Respondent recommended the cat be humanely euthanized; Complainant declined.

On May 7, 2014, the cat passed away due to respiratory disease; CPR was unsuccessful.

Complainant contends Respondent was negligent in the care of the cat.

Complainant was noticed and did not appear.
Respondent was noticed and was available telephonically.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Barbara Sherrill*
- Respondent(s) narrative/medical record: *Heather Connally, DVM*

PROPOSED 'FINDINGS of FACT':

HONEY:

1. Complainant listed this cat as part of the complaint, however, the incident occurred 8 years ago. There is a statute of limitations of 4 years for an individual to file a complaint.

PHOTOSYNTHESIS:

2. Respondent stated that due to a previous incident, Complainant was terminated as a client in November 2010. On the early morning that the cat presented on emergency, front office staff was not available and not in the building, therefore they did not realize that the cat should never have been evaluated or admitted to the premise until after he was triaged.

3. On May 3, 2014, Complainant presented the cat to Respondent's premise after being attacked by a coyote. Complainant reported that the cat had been losing weight over the last few months and was concerned the cat had Valley Fever. Complainant's daughter reported that the cat had been lethargic and not eating well for a while. The cat tested negative for Valley Fever twice.

4. The cat presented in respiratory distress and struggled to breathe. No obvious wounds were noted. The cat responded initially to IV fluids and buprenorphine and was placed in oxygen, however any attempt to manipulate him overnight caused significant respiratory distress thus radiographs were not able to be obtained until the cat was intubated under propofol later that morning.

5. When the cat was on oxygen, he began rolling around in cage, gasping to breathe (did not become cyanotic). The cat was intubated and organic debris and mucus was noted in the cat's mouth and around arytenoids but they were open and the cat was easily intubated. Thoracic radiographs were taken. The cat began to fight intubation therefore it was removed. The tube contained mucopurulent debris. A single puncture wound and an abrasion was found on the cat's neck which were clipped and cleaned. They were concerned the cat may have had an underlying upper airway disease prior to the attack although Complainant did not note any increase in respiration rate or effort.

6. The cat remained hospitalized on IV fluids, medications and oxygen; minimal lab work was performed which was consistent with stress and shock. Radiographs showed changes in the soft tissues of his neck, likely secondary to trauma, and some sort of material in his lungs – evidence of chronic lower airway disease – which was consistent with a pre-existing condition.

7. On May 4, 2014, a urinary catheter was placed to keep the cat clean and an antifungal was added to the cat's treatment. The cat had an episode of respiratory arrest and was successfully resuscitated but remained intubated and on 100% oxygen. Respondent attempted multiple times to extubate the cat with Complainant present as she thought she could calm him. Within an hour, the cat would develop respiratory distress and require re-intubation. Euthanasia was offered and recommended numerous times but Complainant continued to refuse.

8. According to Respondent, Complainant began calling her a liar. She felt Respondent could easily remove fluid from around the cat's lungs with a needle. Respondent attempted to explain several times that there was fluid in the cat's lungs that was making him sick that they could not remove.

9. Complainant was well over the initial estimate and would not approve a new estimate, nor authorize euthanasia. They could not make the cat stable enough for transfer to another clinic. Despite Complainant's refusal to approve a new estimate, they continued to provide the cat aggressive supportive care and keep him as stable as possible. Respondent also performed diagnostics Complainant insisted they perform although she refused to pay for them.

10. Due to Complainant's continued verbal abuse and unwillingness to cooperate with their requests, either by approving estimates for continued care or approving humane euthanasia of the cat, they filed an Injunction Against Workplace Harassment against Complainant. The protective order was granted. Respondent communicated with Complainant only when absolutely necessary and with a sheriff's deputy present during the recorded calls.

11. On May 7, 2014, the cat eventually succumbed to his respiratory disease; CPR was unsuccessful.

12. Respondent stated that throughout the cat's hospitalization, it was their goal to get him stable enough to transfer to another facility. Unfortunately, his condition continued to deteriorate. Respondent did not want to keep the cat at the premise to torture the cat and punish Complainant as she claims.

COMMITTEE DISCUSSION:

The Committee discussed that after reviewing all case file materials including medical records and statements submitted, they felt Respondent handled the case appropriately.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

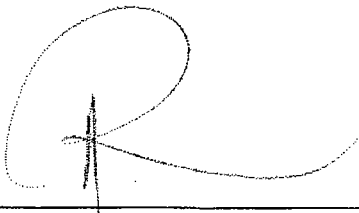
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

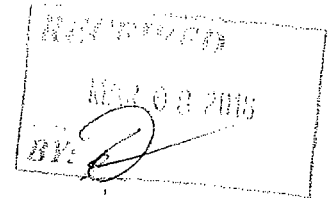
Vote: The motion was approved with a vote of 4 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

A handwritten signature in black ink, appearing to be 'Riendeau', written over a horizontal line.

Tracy A. Riendeau, CVT
Investigative Division

March 02, 2018



Arizona State Veterinary Medical Examining Board
1740 W. Adams Street, Suite 4600
Phoenix, AZ 85007
Re: Case 18-69 Photo Sherrill

Dr. Members of the Arizona State Veterinary Medical Examining Board:

Please find the following documents included in this envelope:

1. This cover letter
2. Typewritten signed narrative account of the position of Dr. Heather Connally with respect to the events associated with this inquiry. Case 18-69
3. A copy of the animal's medical records. This only includes the computer version of the record. It does NOT include patient information sheet, and other pertinent documents for the pet, including the ICU treatment sheets & Critical Care Monitoring Sheets for the duration of his hospitalization; and Euthanasia Authorization Form (never signed by Ms Sherrill). These documents were destroyed given the case is more than 3 years old. There were no surgical/anesthesia reports, no discharge instructions.
4. In addition to the actual documented medical treatment of Photo Sherrill, I have included Communications between Ms. Sherrill and the staff of our hospital (doctors, technicians, front desk staff). I apologize that the computer prints them out in sections – first are the Client Calls, then Visiting Notes, then Internal Staff Notes. So you will find that they are in chronological order within each section, not throughout the progression of the case.
5. All laboratory results (that were entered into the computer) and radiographs (included on a CD). Radiographs do NOT need to be returned once the case is closed.
6. A copy of the Injunction Against Workplace Harrassment order against Ms. Barbara Sherrill because of her continued verbal abuse.

The following was NOT included in this envelope:

1. A literal, word for word, typewritten transcript of the handwritten portion of the animal's records is not provided as our medical records are all computerized. It would be impossible at this point to type the ICU treatment sheets and any other hand-written forms given they have been destroyed.
2. There are no typewritten statements from any staff members present. Dr. Babski is the only doctor still on staff at VSCT who was involved with this case. Dr. Williams was the swing doctor who admitted Photo late in the evening (actually just after midnight 05/03/14). All of her interactions with Ms. Sherrill are well documented in the medical record. Dr. Babski performed physical examinations on 05/05 and 05/06 and only spoke with Ms. Sherrill once 05/06 as I continued client communications on the 5th. Dr. Keaner was only involved in his care the evening that he arrested (declining late 05/06, arrested early the morning of 05/07). Her only interaction with Ms. Sherrill was to call and [try to] let her know

that Photo had arrested and our cardiopulmonary resuscitative efforts were not successful. This is well documented in the medical record.

3. Other staff noted in record:

- a. Jessica Beaumont – no longer on staff, was the receiving technician, her notes are included in the case record. She also transcribed a Cytology Report later in the case
- b. Karlie Hibler – no longer on staff and her only involvement with the case was to transcribe the Radiology Report. Initial radiographs were submitted the night he presented via telemedicine for a radiologist to review remotely.
- c. Drs. Lisa Schlein, Lindsey Schneider, Liliana Oldenburg – all no longer on staff, worked the overnight shifts and evaluated Photo's each night he was in our hospital. Each doctor's only interaction with his case was to examine him and all of each doctor's findings and notes are included in the computer copy of the record. They never communicated with Ms. Sherrill.
- d. Various other technicians or front office staff who communicated with Ms. Sherrill. Their accounts are all included with the "Communications" portion of the computer record.

Please note that the printed page numbers in the bottom right corners of the record are somehow incorrect. Even though for the medical record portion, it says there should be 29 pages, there are only 26. And for the Communications portion, it says there should be 61 pages, and there are only 56. Per your request, I have hand numbered the pages in the lower right hand corner of each page (some are double-sided, others single-sided).

If you require further information or clarification, please don't hesitate to contact me. You will not be able to reach me at the clinic any longer, as I retired at the end of December.

 DVM, MS, DACVECC

Heather Connally, DVM, MS, Diplomate ACVECC